

Scenarios

Customer Scenario: Booking a ride to a specific car location

- User opens the ride-hailing application on their smartphone.
- User logs into their account or creates a new one.
- User enters their current location and desired car location (eg. Tower of London).
- The app displays available cars near the current location and provides options.
- User selects a car and confirms the booking.
- The app notifies the user that the booking is confirmed and provides details such as the driver's information and estimated arrival time.
- After arriving, the driver confirms the pickup and sends a notification to the user.
- User can see how long the journey will take (predicted), see the progress of the minicab and calculates the remaining travel time.
- Once they reach the destination (Tower of London), the user pays the fare electronically.
- User navigates to the "Booking History" section in the app.
- The app displays a list of the user's past bookings, including details such as pickup and drop-off locations, dates, and payment information.
- User can select a specific booking from the history to view its details, including the driver's information and fare paid.

Driver Scenario: Accepting and Completing a Ride Request from a Specific Car Location

- The driver logs in and confirms their availability on the driver app.
- The app displays a list of incoming booking requests from customers.
- The driver reviews the details of the booking, including the pickup location, drop-off location, and estimated fare.
- The driver picks the passenger up, confirms the location, and then begins the journey.
- The driver terminates the journey when they arrive at their destination, and the app determines the cost.
- The driver can access a list of their past rides, including details such as pickup and drop-off locations, dates, and earnings.
- The driver navigates to the "Feedback" or "Ratings" section.
- The app displays a list of all the feedback or ratings given by customers.

Provider Scenarios

- The provider logs into the admin panel of the app.
- They choose "Vehicle Positions" from the menu.
- The administrator can see the locations of vehicles.
- The provider allocates an appropriate minicab to a client base on criteria such as time, distance, cost, etc.
- The provider can record the journeys undertaken and their respective timings.
- The provider can view the details of each feedback, including customer comments, ratings, and ride information.